



*A World of Knowledge*

**MAIN LIBRARY  
CATAWBA COUNTY LIBRARY SYSTEM  
115 West C Street  
Newton, NC 28658**

FOR IMMEDIATE RELEASE

CONTACT: Tammy Wilson, Public Information Officer  
828-465-8661 [twilson@catawbacountync.gov](mailto:twilson@catawbacountync.gov)

## **Customers give library thumbs up**

**BY TAMMY WILSON  
PUBLIC INFORMATION OFFICER  
CATAWBA COUNTY LIBRARY SYSTEM**

NEWTON—Customers are pleased with Catawba County Library System, according to a customer service survey conducted earlier this year.

Results from the annual poll show that virtually all of the 569 patrons who took the survey rated the library service as good or excellent. The high marks reflect an ongoing perception of the county system as evidenced in surveys for 17 years. The survey allows the library to gather formal responses from customers.

Library users were asked to complete short paper surveys at all seven locations. The library system, headquartered in Newton, has branches in Conover, Claremont, Maiden, St. Stephens, Sherrills Ford and Southwest which serves the Banoak and Mountain View communities.

Karen Foss, library system director, said that some of the questions were designed to identify ways to better meet the needs of patrons. Individuals were asked for suggestions for programs and library materials as well as how people find out about library events.

The library staff was pleased to see so many supportive comments such as “It is so good now I don’t know how you could improve” and “It’s perfect.”

“While we’re gratified with the positives, we are particularly interested in suggestions to help us better meet our customers’ needs,” Foss said.

Some requested expanded hours, reduced noise, more computer terminals and audio books. Ideas for programs ranged from author readings to genealogy workshops and writing classes.

Likewise, patrons offered ideas for new library materials. These and all suggestions will be considered and acted upon wherever possible.

Volunteers from Friends of the Library helped to distribute the surveys. Respondents reflect a cross-section of residents in terms of demographics. The Main Library in Newton garnered the most survey participants with 229.



*A Service of Catawba County Government*